



Enrich Your Job and Boost HCAHPS Scores eLearning Program by Patti Hathaway, M.Ed., CSP

Introduction

Even the best hospitals can improve their patient care! The HCAHPS system and reimbursement changes have brought tremendous pressure on hospitals to maximize safety and patient experience. However, because of the 24/7/365 nature of hospital scheduling, it's been challenging to provide consistent, effective, engaging training to all staff... until now.

About This eLearning Program

Patti Hathaway's *Enrich Your Job and Boost HCAHPS Scores* is a three-minute-a-day program for long-term improvement of patient experience and HCAHPS scores. Its 30 inspiring lessons provide every team member—from the President to medical doctors to the facility staff—with HCAHPS-centered training to watch and use. In this program, here's what your staff will learn:

- What real-life patients want most from healthcare workers
- Empowering techniques for improving safety and care
- Best practices for improving teamwork and communication
- Facts and practices that can enhance job satisfaction and boost personal wellbeing

Every day, your staff will learn one new action step that addresses at least two specific HCAHPS scoring questions, because this program is solidly built on evidence-based medical research. The research resources and a bonus team huddle question will be provided in the Research & Team Resources pdf for each lesson. Just as importantly, the program will help every user enrich their job and experience more personal satisfaction. [Preview Link](#) (3 lessons)

Testimonial

"You've really hit the nail on the head and I love that these are 3-minute lessons that ANYBODY would have time to do, could relate to, and would take away a meaningful message. I learned a lot and I have a doctorate in nursing! There's not a person—from environmental services to the president of the organization—who won't see themselves in these stories. They are truly wonderful. This program will change health care!"

Theresa Konwinski, DNP, FACHE, CNOR(E)
Former Chief Nursing Officer, St. Luke's Hospital
Assistant Professor of Nursing, Lourdes University



Five Sections that cover the C.A.R.E.S. Learning Framework

- Courtesy & Communication
- Authentic Touch & Compassion
- Respect
- Exceptional Teamwork
- Safety & Clinical Quality

C.A.R.E.S. Builds the Hospital Framework

Foundation of Hospital

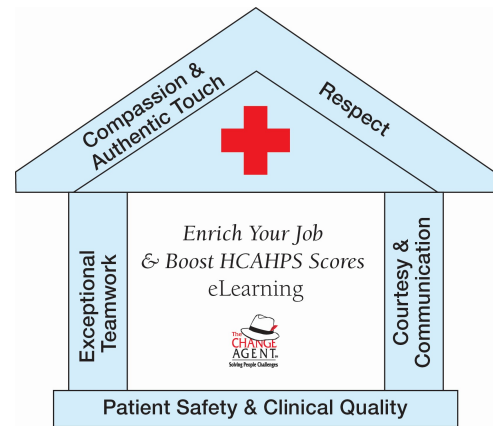
- Patient Safety & Clinical Quality

Walls of Hospital (holds the hospital up)

- Exceptional Teamwork
- Courtesy and Communication

Roof of Hospital (protects against secondary trauma)

- Respect
- Authentic Touch & Compassion



Foundation: Patient Safety & Clinical Quality

{H#} identifies the HCAHPS questions addressed in each lesson (for entire list of numbered HCAHPS questions, go to pages 5-6 of this document).

1. Healthcare Is Not an Individual Sport

{H 1,5}

Lesson: Importance of teamwork despite specialists and silos. Overview of learning .

2. Filling In and Between the Gaps In My Brain

{H 3,7,13,16,17}

Lesson: Checklists

3. To Err is Human

{H 1,2,3,5,6,7,9}

Lesson: Determine why you pick the wrong report or medication. Learn from mistakes. Create mental and written checklists.

4. I Feel Your Pain

{H 12,13,14,15,16,17}

Lesson: #1 Fear is Pain. Pain management tips and tools.

5. Hand Wringing or Hand Washing?

{H 1,5,8}

Lesson: Hand hygiene.

6. I've Just Fallen Down and I Can't Get Back Up

{H 3,4,5,7,10,11,12,13,14}

Lesson: Reducing falls. Rounding.

7. A Clean Hospital Is a Healthy Hospital

{H 1,5,8}

Lesson: Health Services Research found that hospitals in the top quartile of cleanliness/quietness had fewer selected infections due to medical care.

8. I Really Don't Want To Come Back Here

{H 1,2,3,5,6,7,14,15,16,17,20,23,24,25}

Lesson: Readmissions Issues

9. After Care Is Not an Afterthought

{H 1,2,3,4,5,6,7,19,20,23,24,25}

Lesson: Improving discharges. Lowering patient risks. Readmissions.

Wall 1: Courtesy & Communication

10. Please Acknowledge Me

{H 1,2,3,5,6,7}

Lesson: Eye contact. Welcome and explanation.

11. Asking Questions Doesn't Mean You Don't Have the Answers

{H 1,2,3,4,5,6,7,10,11,12,13,14}

Lesson: Attentive listening

12. The Power of Your Words

{H 1,3,5,6,7}

Lesson: Power of hope and optimism in healthcare

13. What Are These Meds For?

{H 1,2,3,5,6,7,8,15,16,17}

Lesson: Medication injuries. Jargon and medical illiteracy.

Wall 2: Exceptional Teamwork (Internally & With Families)

14. The Best Teams Have Great Handoffs

{H 1,2,5,6,7,12,13}

Lesson: Handoff process.

15. Are You Listening to Me?

{H 1,2,3,5,6,7}

Lesson: Patient-Centered Care.

16. Dare I Disobey?

{H 1,2,3,5,6,7,15,16,17}

Lesson: Preventable harm. Medical errors.

17. Round and Round We Go

{H 1,2,3,4,5,6,7}

Lesson: Rounding for Results.

18. The Art of Giving Bad News

{H 5,6,7}

Lesson: Four steps to giving negative news.

Roof 1: Respect

19. Thermostat or Thermometer?

{H 1,2,3,5,6,7} Lesson: The attitude you project will be reflected back to you.

20: I Am More Than an i-Patient

{H 1,2,3,5,6,7}

Lesson: How to engage patients with EMR

21: Shhh I Can't Get Any Rest In Here

{H 1,2,3,5,6,7,9,12,13,14,15,16,17}

Lesson: Noise is consistently the lowest HCAHPS score. Tips to reduce noise issues.

22. I Have a Problem!

{H 1,3,5,7,15,16,23,24,25}

Lesson: How to be an Obstacle Remover and solve problems.

23. Treating Patients the Way They Want To Be Treated

{H 1,2,3,5,6,7}

Lesson: Acknowledge cultural differences. Find common ground.

24. Sitting Down On the Job

{H 1,2,3,5,6,7}

Lesson: Research shows patients feel more satisfied when clinicians sit versus stand.

Roof 2 (protection from secondary emotional trauma and avoidable suffering): Compassion & Authentic Touch

25. A Sacred Moment

{H 1,2,5,6}

Lesson: Conflicting patient vs. staff priorities. "Sacred Moment" conversation tool.

26. Sorry Is The Hardest Word to Say

{H 1,2,3,5,6,7}

Lesson: University of Michigan practice/research on saying "I'm sorry." Learn from your mistakes.

27. Avoidable Suffering

{H 1,2,3,5,6,7}

Lesson: Eliminating the "avoidable suffering" that comes from dysfunction in healthcare delivery.

28. Authentic Touch Connects Body to Heart

{H 1,2,5,6}

Lesson: Research on the physiological and emotional impact of healing touch.

29. Overcoming Compassion Fatigue

{H 1,2,4,5,6,9}

Lesson: Unprocessed grief. Overcoming staff compassion fatigue.

30. Closing—It's Up to You and Me

Lesson: Take ownership in overcoming barriers. Extraordinary change can result.

HCAHPS Questions 2018

YOUR CARE FROM NURSES

1. During this hospital stay, how often did nurses treat you with courtesy and respect?
2. During this hospital stay, how often did nurses listen carefully to you?
3. During this hospital stay, how often did nurses explain things in a way you could understand?
4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

YOUR CARE FROM DOCTORS

5. During this hospital stay, how often did doctors treat you with courtesy and respect?
6. During this hospital stay, how often did doctors listen carefully to you?
7. During this hospital stay, how often did doctors explain things in a way you could understand?

THE HOSPITAL ENVIRONMENT

8. During this hospital stay, how often were your room and bathroom kept clean?
9. During this hospital stay, how often was the area around your room quiet at night?

YOUR EXPERIENCES IN THIS HOSPITAL

10. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?
11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?
12. During this hospital stay, did you need medicine for pain?
13. During this hospital stay, how often was your pain well controlled?
14. During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?
15. During this hospital stay, were you given any medicine that you had not taken before?
16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?
17. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?

WHEN YOU LEFT THE HOSPITAL

18. After you left the hospital, did you go directly to your own home, to someone else's home, or to another health facility?

19. During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?

20. During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?

OVERALL RATING OF HOSPITAL

Please answer the following questions about your stay at the hospital named on the cover letter. Do not include any other hospital stays in your answers.

21. Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?

22. Would you recommend this hospital to your friends and family?

UNDERSTANDING YOUR CARE WHEN YOU LEFT THE HOSPITAL

23. During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left.

24. When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.

25. When I left the hospital, I clearly understood the purpose for taking each of my medications.

ABOUT YOU There are only a few remaining items left.

26. During this hospital stay, were you admitted to this hospital through the Emergency Department?

27. In general, how would you rate your overall health?

28. In general, how would you rate your overall mental or emotional health?

29. What is the highest grade or level of school that you have completed?

30. Are you of Spanish, Hispanic or Latino origin or descent?

32. What language do you mainly speak at home?